Department of Information Technology Strategic Plan
We Deliver

Vision: Deliver Cost Effective Enterprise Wide IT Solutions

Mission: The Department of Information Technology will provide services necessary for efficient, effective and secure use of information,
ensuring the economical use of information systems and personnel.

Strategic Priorities - As the Department of Information Technology acts to accomplish this vision,
the following priorities will guide its decisions and directions:

Create Agile and Secure Service Delivery
Government services and information will be accessible and delivered in a simple, secure, and effective manner.
The citizen's right to privacy will be ensured.

Deliver Cost Effective and Innovative Enterprise Products and Services
A comprehensive view must take priority over that of any individual agency or entity. This view allows government to
leverage the citizen's investments to provide the efficient and effective services and infrastructure required for maximum value.

Foster Collaborative Enterprise IT Solutions within State Government
Cooperation and sharing with state agencies, other levels of government, and public partners is crucial. Collective actions will produce standards which form
a common framework to allow citizens, government, and business to efficiently communicate and complete transactions.

Recruit, develop, and retain the best IT workforce
We believe in the employees' success and ability. Decisions should be made at the lowest effective level by a skilled and
committed workforce within government to encourage change that improves productivity.

Department of Information Technology Service Strategy:
The Department of Information Technology (DoIT) offers services in response to the needs of our customers.
In addition to assisting state agencies and governing bodies, DoIT also provides technical information and guidance for county and municipal partners.
DoIT will assess cost needs and approach service design from the perspective of providing maximum value and excellent customer service.

Department of Information Technology Strategic Plan
We Deliver

Enterprise Goals

1. Build excellent customer relations fostering quality customer service.
2. Pursue consolidation opportunities to ensure efficient and effective government infrastructure.

DoIT Common Strategy

DoIT Common Strategy to the Enterprise Goal 1 to build excellent customer relations fostering quality customer service:

1. a. Create and measure excellent customer relations.
1. b. Increase IT guidance with stakeholder involvement.

DoIT Common Strategy to the Enterprise Goal 2 to pursue consolidation opportunities to ensure efficient and effective government infrastructure:

2. a. Make available appropriate oversight and cost containment processes.
2. b. Ensure adequate protections for state information assets and systems.
2. c. Provide services at the highest possible level of benefit to the customer, citizen and taxpayer.

Department of Information Technology Strategic Plan
We Deliver

Action Planning Process linked to Enterprise Goal 1 build excellent customer relations fostering quality customer service.

Common Strategy:	Objective
1. a.	Solicit customers input periodically to identify opportunities for improvement.
Create and measure excellent customer relations.	Promote effective communications with all branches of Government.
	Sponsor periodic workshops with DoIT's large customers and document the process improvement initiatives.

Specific Units Measurements of Success

Admin Action Plans	Measures or Checkpoint	Target	Status
Ensure that all billing questions are resolved in a timely manner for excellent customer service.	Response time with follow up to improve receivables %	one week	
Ensure customer billings are collected.	% of money owed to DoIT by customers collected	99%	
Provide timely and efficient review of IT contracts to assist customer agencies in meeting Board of Examiner deadlines.	Average turnaround of agency contracts, solicitation waivers and work programs	7 days	
Meet customer expectations with percent favorable responses to surveys.	Percent favorable responses to surveys	95%	
Conduct TIR training workshops scheduled in NEATS biennially.	NEATS schedule	Training held	

Enterprise System Development Action Plans	Measures or Checkpoint	Target	Status
Create written understandings about the services to be provided and the responsibilities of the parties involved.	Publish and maintain a services catalog on the DoIT Web site [SOP]	Maintained annually w/current rates	
Increase the levels of service offered by training staff and recruiting personnel with experience in current technologies.	Signed SLA or formal agreement as % of document request	60%	

Computing Facility Action Plans	Measures or Checkpoint	Target	Status
Provide customer issue resolution on initial call by helpdesk.	Percent of calls to helpdesk requesting assistance will be resolved on initial contact	60%	

Communications Action Plans	Measures or Checkpoint	Target	Status
High Responsiveness to service requests assigned to the Network Transport Group (NTS).	% Response to HEAT tickets within 3 days	99%	
Survey customers for satisfaction at completion of requested work from the Telecommunications Unit to monitor the quality of services provided.	% Satisfactory response of customers responding to survey at completion of service order	94%	

Security Action Plans	Measures or Checkpoint	Target	Status
Enhance the coordination efforts with state agencies by effectively sharing information on security threats and risks and appropriate countermeasures.	Distribute verifiable information to appropriate IT functional areas and identified agency Information Security Officers (ISO)	95%	
Provide prompt response to inquiries or assistance requests from agencies.	IT Security requests for assistance completed	95%	

Common Strategy: 1. b. Increase IT guidance with stakeholder involvement.	Objective Create Community of Practice (CoP) to collaboratively support IT user groups. Deliver services based on outreach and solicited customer input on service needs.

Specific Measurements of Success

Admin Action Plans	Measures or Checkpoint	Target	Status
Ensure cost pool/service descriptions are current and correct.	Provide report as necessary	100%	
Rates accurately reflect total cost of providing each specific service and an accurate forecast of customer utilizations.	Provide report as necessary	100%	
Assist customer agencies in the transition from TIR to IT RFP by consulting with agencies and coordinating with State Purchasing.	Funded TIR projects using Purchasing RFP services are assisted to RFP or project startup	100%	

Enterprise System Development Action Plans	Measures or Checkpoint	Target	Status
Deliver service to meet mutually agreed upon requirements	Service level agreements or formal agreements meeting requirements	96%	

Computing Facility Action Plans	Measures or Checkpoint	Target	Status
Ensure the enterprise server is available according to the agency's predetermined schedule request.	Provide system availability 99% of the time	99%	
Provide an average response time for mainframe interactive system (CICS) processing.	Provide internal processing average response time as required	One (1) second	
Ensure DoIT Web, Email, and UNIX servers are available.	Provide availability 99.5% of the time	99.5%	
Ensure the Domain Name Servers Services are available.	Provide availability 99.5% of the time	99.5%	

Communications Action Plans	Measures or Checkpoint	Target	Status
Ensure network high performance, monitoring network traffic for latency (delay).	Provide core backbone latency less than 70 Msec 100% of the time	70 Msec	
Ensure Silvernet Wide Area Network (WAN) is available.	Provide availability 98% of the time	98%	
Ensure the Microwave Systems used by public safety and other agencies are available.	Provide Communication System availability targeted % of the time	99%	

Security Action Plans	Measures or Checkpoint	Target	Status
Continue the State Information Security Committee with representation from state agencies to develop sound security policies, standards and guidance.	Conduct regular committee meetings	4	
Provide security awareness and guidance to state employees through the development and distribution of information security newsletters, bulletins, posters, bulletins and presentations.	Develop and distribute awareness materials as applicable	Per approved budget	

Action Planning Process linked to Enterprise Goal 2 Pursue consolidation opportunities to ensure efficient and effective government infrastructure.

Common Strategy: 2. a. Make available appropriate oversight and cost containment processes.	Objective Ensure costs are competitive, with each service area to establish benchmarks for costs and performance.

Specific Measurements of Success

Admin Action Plans	Measures or Checkpoint	Target	Status
Provide monthly DoIT internal service providers actual expenses and revenues to date for the fiscal year and projections for the remainder of the fiscal year.	Provide monthly reports as necessary	Monthly	
Distribute DoIT charges to customers by agreed upon deadline.	Percent of billings distributed by 15th of each month	95%	
	Frequency of review		
Review Internal Controls annually for corrections to any potential weakness or non-compliance issues with regard to the SAM, NRS and NAC.		Annually	
Assure large IT projects evaluate Cost Benefit to State.	CBA methodology and assistance provided to requesting agencies with large TIRS (>$500k)	100%	

Enterprise System Development Action Plans	Measures or Checkpoint	Target	Status
Bill agency service requests as mutually agreed upon.	Number of hours providing services in NEBS	As tracked	

Computing Facility Action Plans	Measures or Checkpoint	Target	Status
Implement and manage high-performing, secure, and reliable data center services..	Documentation of improvement actions and resulting impacts	As occurs	

Communications Action Plans	Measures or Checkpoint	Target	Status
Deliver enhanced business value from managed communications technology services.	Documentation of improvement actions and resulting impacts	As occurs	

Security Action Plans	Measures or Checkpoint	Target	Status
Promote the use of the secure systems to state agencies in providing common security solutions for securing buildings, and internal sensitive or secured spaces.	Provide outreach to state agencies promoting the use of secure systems	Per approved budget	

Common Strategy: 2. b. Ensure adequate protections for state information assets and systems.	Objective Ensure a secure physical and technical environment and to protect data and IT resources with consolidation opportunities.

Specific Measurements of Success

Admin Action Plans	Measures or Checkpoint	Target	Status
Ensure that planned IT projects (TIRs) address security	Security evaluated in all TIRs and addressed in all TIR closure memos	100% compliance	

Computing Facility Action Plans	Measures or Checkpoint	Target	Status
Maintain full security protection for systems and data for customer agencies as requested.	Execution of approved services	Per approved budget	

Communications Action Plans	Measures or Checkpoint	Target	Status
Maintain secure communications systems for customer agencies as requested.	Execution of approved services	Per approved budget	
Manage end of life replacements to ensure adequate protections.	Inventory assets to identify key end of life replacements, updating biannually	Biannual Report	

Security Action Plans	Measures or Checkpoint	Target	Status
Provide consultation to state agencies to design the most cost effective solution to provide physical security.	Assist agencies requesting security solutions.	95%	
Provide risk assessment services to state agencies identifying the risks and vulnerabilities to their information system(s) infrastructure to allow the agency to implement appropriate controls.	Security Assessment performed	Per approved budget	

Common Strategy:	Objective
2. c. Provide services at the highest possible level of benefit to the customer, citizen and taxpayer.	Identify capacities within agencies that can be leveraged globally for the enterprise. Develop a plan to provide citizens with a common business interface.

Specific Measurements of Success

Admin Action Plans	Measures or Checkpoint	Target	Status
Compare DoIT services rates to industry rates to ensure compatability in both rate structure (service description and unit of measure) and computed rate.	Perform comparison for review	Report	
All large biennial TIRs are screened at the enterprise level through the State's IT governance process.	Appropriate TIRs (>$500k) prepare and present a business case at the biennial ITSPC	100% Large TIRs	

Enterprise System Development Action Plans	Measures or Checkpoint	Target	Status
Identify services with user agencies to share existing resources, leverage vendor contracts, and provide technology staffing.	Track identified resources used with MOUs in place	Per FTE budgeted	

Computing Facility Action Plans	Measures or Checkpoint	Target	Status
Provide leverage services to all customer agencies as requested.	Execution of approved services	Per approved budget	

Communications Action Plans	Measures or Checkpoint	Target	Status
Maintain a managed communications services business model and governance structure.	Execution of approved services	Per approved budget	
Work cooperatively with public entities to enhance state infrastructure in support of Health IT and Public Safety network requirements.	Execution of approved services	Per approved budget	
Build consensus for statewide unified telecommunications with review of plan opportunities.	Plan drafted by end of 2013	As completed	

Security Action Plans	Measures or Checkpoint	Target	Status
Scan servers through security assessments for increased compliance, reviewing potential automation and tools.	Complete % as identified by Dec 2012	100%	